



Communications Customer Council

Charter

Background

The Communications Customer Council has been established as the customer council for VITA's Communications Directorate.

Purpose

The purpose of the VITA Communications Customer Council is to

- Advise VITA on effective ways to communicate with customer agencies.
- Identify key areas for communications process improvement.
- Serve as a conduit to provide information to respective agencies.

Objectives

The VITA Communications Customer Council will:

- Publicize initiatives of other customer councils (such as myVITArequests) to their agencies
- Identify information that needs to be shared with agencies' communications officers
- Analyze current communication methods and create framework/structure for future communications
- Provide guidance on enhancing communications to promote awareness of VITA's strategy

Membership

VITA will select 8-12 customer representatives. Each member is expected to serve a minimum of a one-year term.

Commitment

The council will meet on the third Monday of each month. Smaller working groups periodically may be formed to address separate issues.

Sponsorship

The Communications Customer Council will be sponsored by VITA Director of Public Information and Communications. The council may, at any time, request guidance and/or participation of any member of the CIO, VITA Executive Team or Leadership Team in its meetings and efforts.